

Manor Surgery PPG meeting notes: 14-May-2019

Apologies:

Attendees: Tracey Rees (Chair), Marie Vickers, Lynda Southern, Peter Lewis, Shirley Lewis, Clare Hodsdon (Oxfordshire Clinical Commissioning Group), Dr David Griffiths, Ursula Kneisel, Emily Shipway, Margaret Simpson, Peter Coggins, Pat Moss-Durrant, Gwilym Scourfield, Anne Harrap, Elaine Cohen (Observatory PPG)

Clare Hodsdon of the CCG gave an interesting and informative overview of her work as a Senior Supportive Self Care Trainer in Oxfordshire. Clare spoke about some of the changes being introduced at GP surgeries designed to improve services and empower patients. Leaflets entitled 'Care and Support Planning' were distributed and feedback is requested from the PPG members present at the meeting.

Primary Care Network

Emily Shipway, Practice Manager, spoke about the Primary Care Network in terms of what it means for the practice and its patients.

The formal proposal is due to be submitted on 15th May, and target implementation date is 1st July.

The practice is intending to form a network with Hedena Health Ltd (Bury Knowle), some joint projects are already underway between the 2 practices.

The Clinical Director role will be split between the two practices. Emily distributed a document about the Primary Care Network and comments/feedback are welcome.

Manor Surgery update

The practice is planning to extend appointments to 15 minutes from September.

The DNA rate (Did Not Attend) continues to be monitored.

Patient access - as a result of some patients securing multiple future appointments (block booking) via the on-line service a restriction of 3 open/future appointments per patient has been introduced. The practice is aiming to have 25% of appointments available for booking on-line by July this year.

A review of the nurses' capacity has been completed; some changes will be made as a result & monitored for a period to ensure they are beneficial.

The CQC results have been received, the surgery rating is 'Good'. It was suggested the information be displayed on the monitor in the waiting room. Please contact Emily if you wish to have visibility of the report.

A book for Dr Merriman, who resigned from the practice earlier in the year, is available at reception for patients to sign/add comments. Dr Merriman continues to work at the Manor Surgery 1 day per week.

PPG Member updates

Concerns with the service at the Manor Pharmacy were raised. Emily has been in contact with the management to discuss recent staffing issues affecting the service.

Patient on-line access - Emily advised to use Patient access in preference to the surgery website for on-line requests.

Following the success of the event in February, Tracey advised that she intends to discuss with the practice future events.

Tracey would like to finalise the PPG constitution and will be requesting feedback on the open items from PPG members.